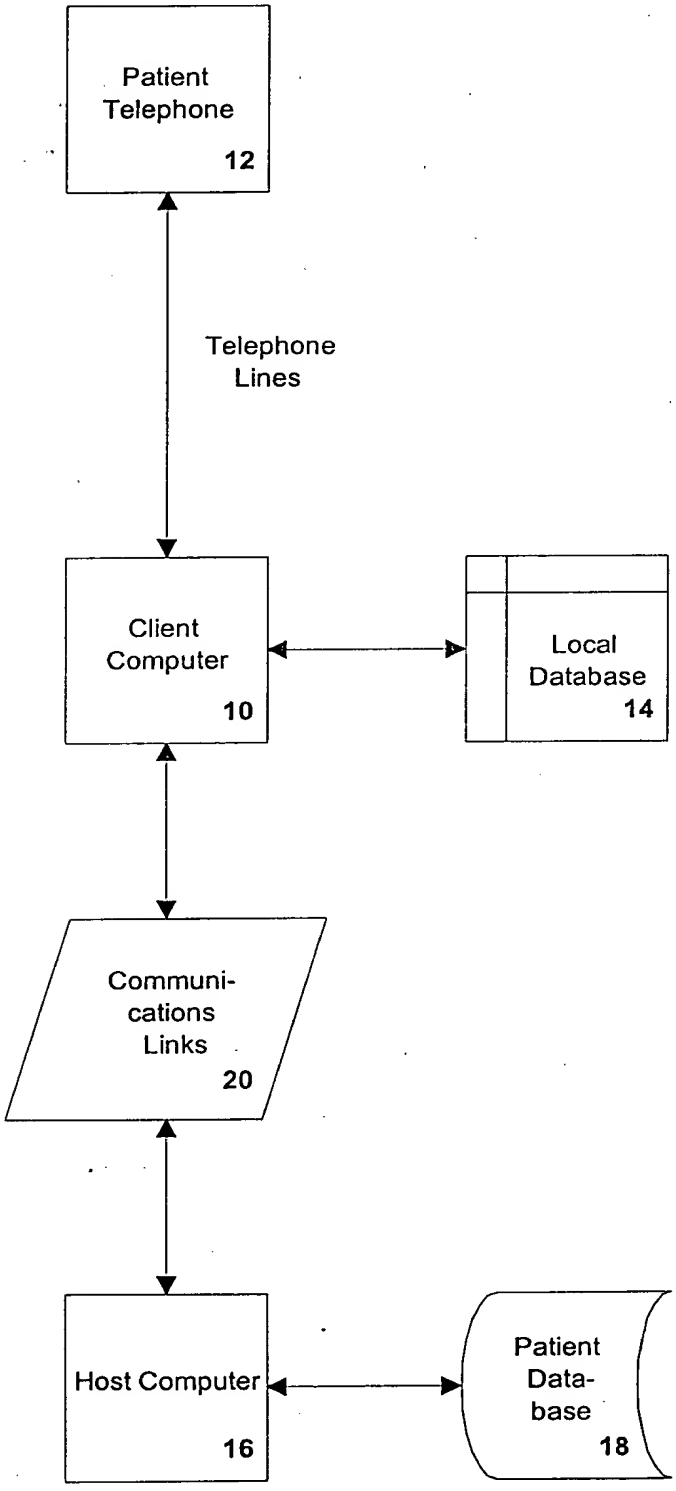
Figure 1



6547650 "F6F6650

Figure 2

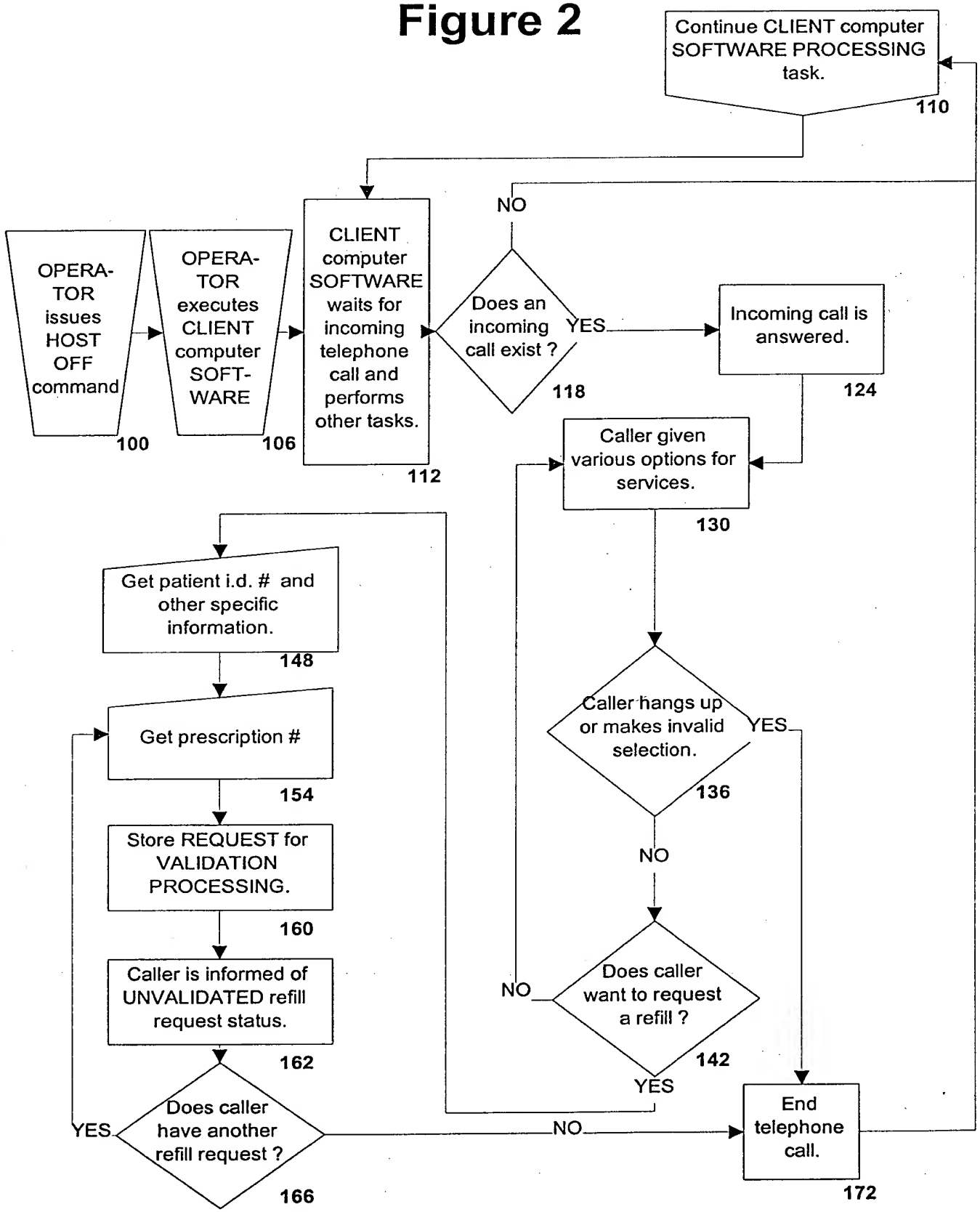

Continue CLIENT computer SOFTWARE PROCESSING task.
110
OPERA-TOR issues HOST OFF command
100
OPERA-TOR executes CLIENT computer SOFT-WARE
106
CLIENT computer SOFTWARE waits for incoming telephone call and performs other tasks.
112
NO
Does an incoming call exist ?
118
YES
Incoming call is answered.
124
Caller given various options for services.
130
Get patient i.d. # and other specific information.
148
Get prescription #
154
Store REQUEST for VALIDATION PROCESSING.
160
Caller is informed of UNVALIDATED refill request status.
162
Does caller have another refill request ?
166
YES
NO
Caller hangs up or makes invalid selection.
136
YES
NO
Does caller want to request a refill ?
142
NO
YES
End telephone call.
172

Figure 3a

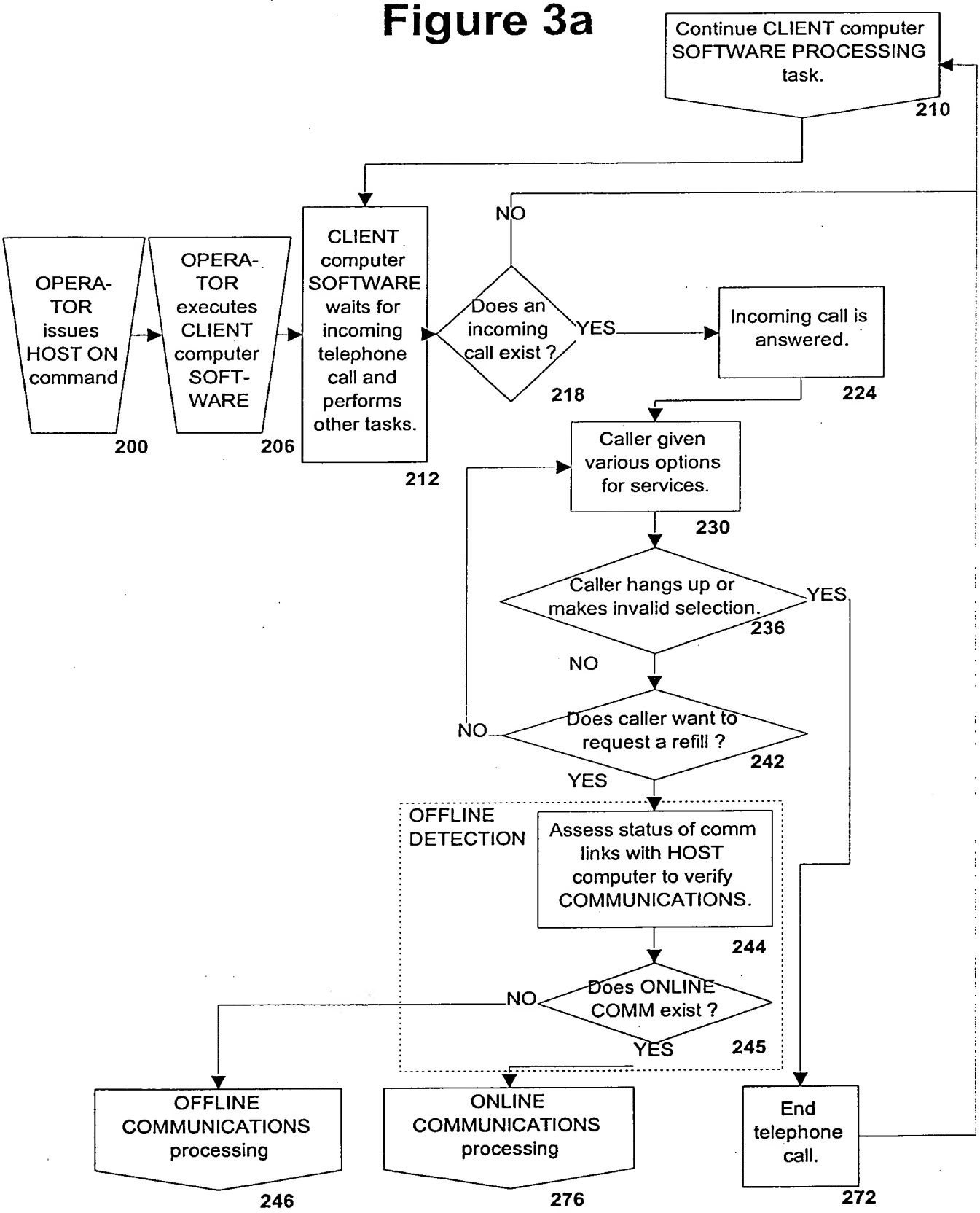

Continue CLIENT computer SOFTWARE PROCESSING task.
210
OPERA-TOR issues HOST ON command
200
OPERA-TOR executes CLIENT computer SOFT-WARE
206
CLIENT computer SOFTWARE waits for incoming telephone call and performs other tasks.
212
NO
Does an incoming call exist ?
218
YES
Incoming call is answered.
224
Caller given various options for services.
230
Caller hangs up or makes invalid selection.
236
YES
NO
Does caller want to request a refill ?
242
NO
YES
OFFLINE DETECTION
Assess status of comm links with HOST computer to verify COMMUNICATIONS.
244
Does ONLINE COMM exist ?
245
NO
YES
OFFLINE COMMUNICATIONS processing
246
ONLINE COMMUNICATIONS processing
276
End telephone call.
272

Figure 3b

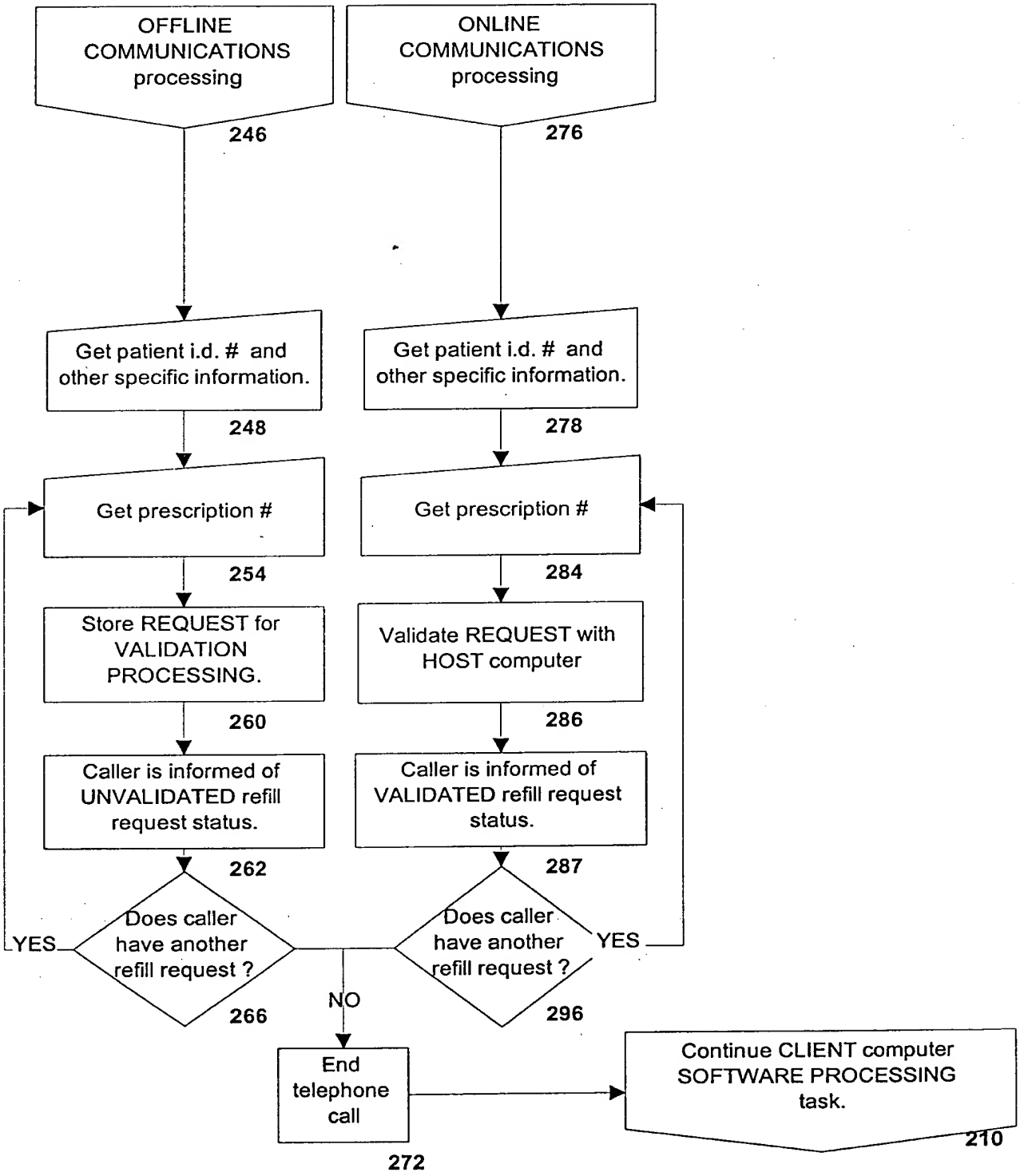

OFFLINE COMMUNICATIONS processing
246
ONLINE COMMUNICATIONS processing
276
Get patient i.d. # and other specific information.
248
Get patient i.d. # and other specific information.
278
Get prescription #
254
Get prescription #
284
Store REQUEST for VALIDATION PROCESSING.
260
Validate REQUEST with HOST computer
286
Caller is informed of UNVALIDATED refill request status.
262
Caller is informed of VALIDATED refill request status.
287
Does caller have another refill request ?
266
YES
Does caller have another refill request ?
296
YES
NO
End telephone call
272
Continue CLIENT computer SOFTWARE PROCESSING task.
210

Figure 4

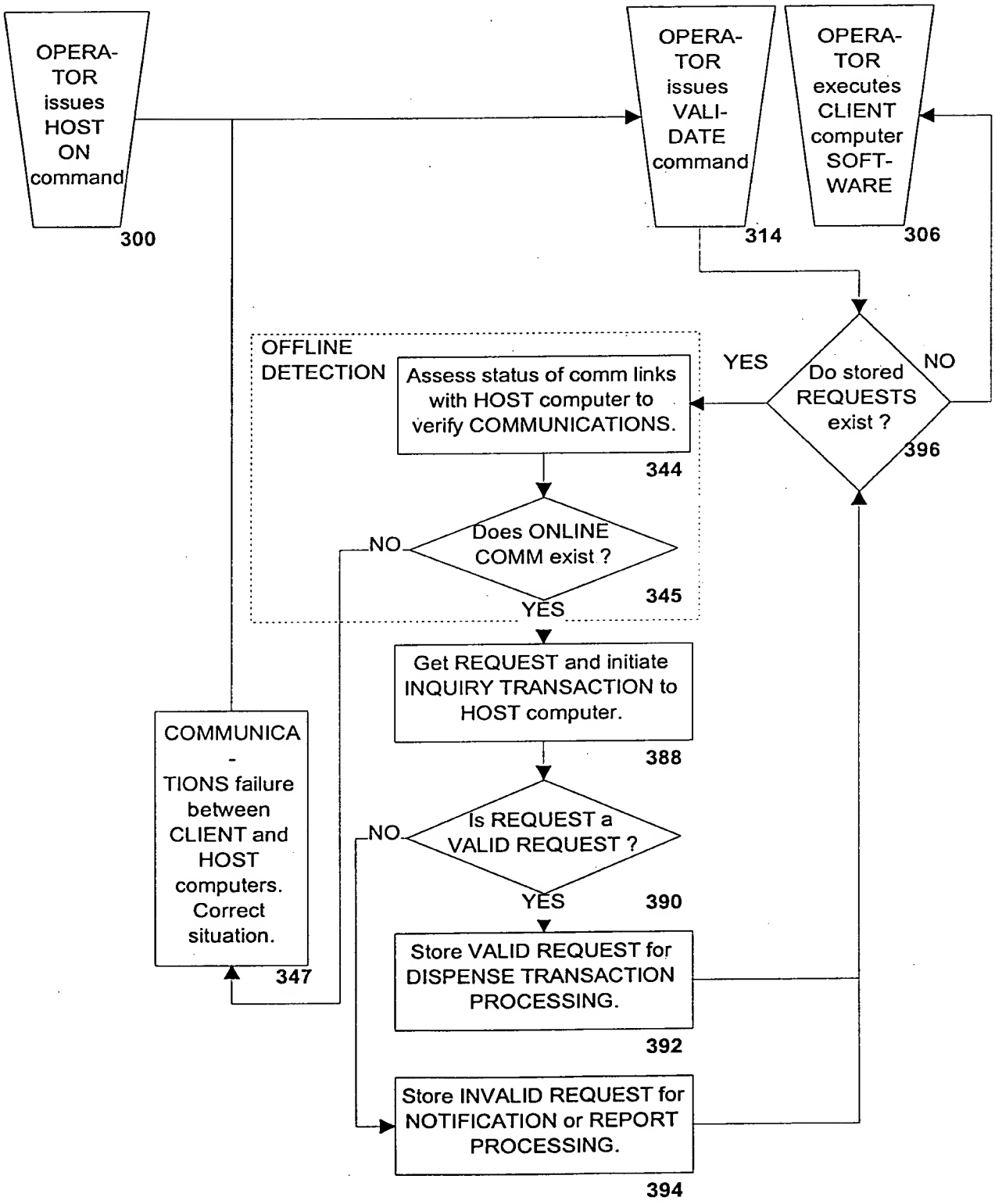

OPERA-TOR issues HOST ON command
300
OPERA-TOR issues VALI-DATE command
314
OPERA-TOR executes CLIENT computer SOFT-WARE
306
OFFLINE DETECTION
Assess status of comm links with HOST computer to verify COMMUNICATIONS.
344
YES
Do stored REQUESTS exist ?
396
NO
Does ONLINE COMM exist ?
345
NO
YES
Get REQUEST and initiate INQUIRY TRANSACTION to HOST computer.
388
COMMUNICA-TIONS failure between CLIENT and HOST computers. Correct situation.
347
Is REQUEST a VALID REQUEST ?
NO
YES
390
Store VALID REQUEST for DISPENSE TRANSACTION PROCESSING.
392
Store INVALID REQUEST for NOTIFICATION or REPORT PROCESSING.
394

Figure 5a

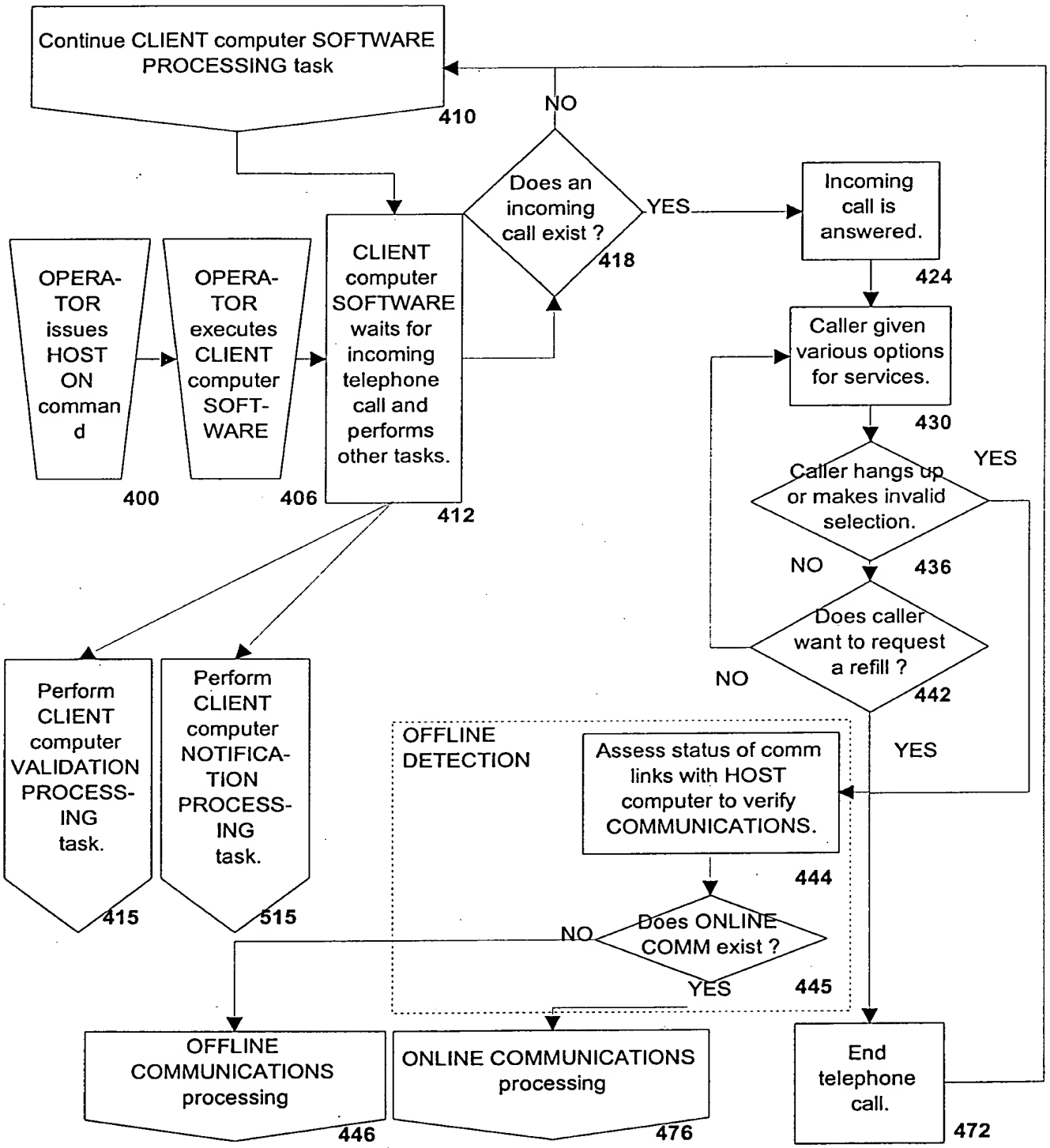

Continue CLIENT computer SOFTWARE PROCESSING task
410
NO
Does an incoming call exist ?
418
YES
Incoming call is answered.
424
OPERA-TOR issues HOST ON comman d
400
OPERA-TOR executes CLIENT computer SOFT-WARE
406
CLIENT computer SOFTWARE waits for incoming telephone call and performs other tasks.
412
Caller given various options for services.
430
Caller hangs up or makes invalid selection.
YES
NO
436
Does caller want to request a refill ?
NO
442
YES
Perform CLIENT computer VALIDATION PROCESS-ING task.
415
Perform CLIENT computer NOTIFICA-TION PROCESS-ING task.
515
OFFLINE DETECTION
Assess status of comm links with HOST computer to verify COMMUNICATIONS.
444
Does ONLINE COMM exist ?
NO
YES
445
OFFLINE COMMUNICATIONS processing
446
ONLINE COMMUNICATIONS processing
476
End telephone call.
472

Figure 5b

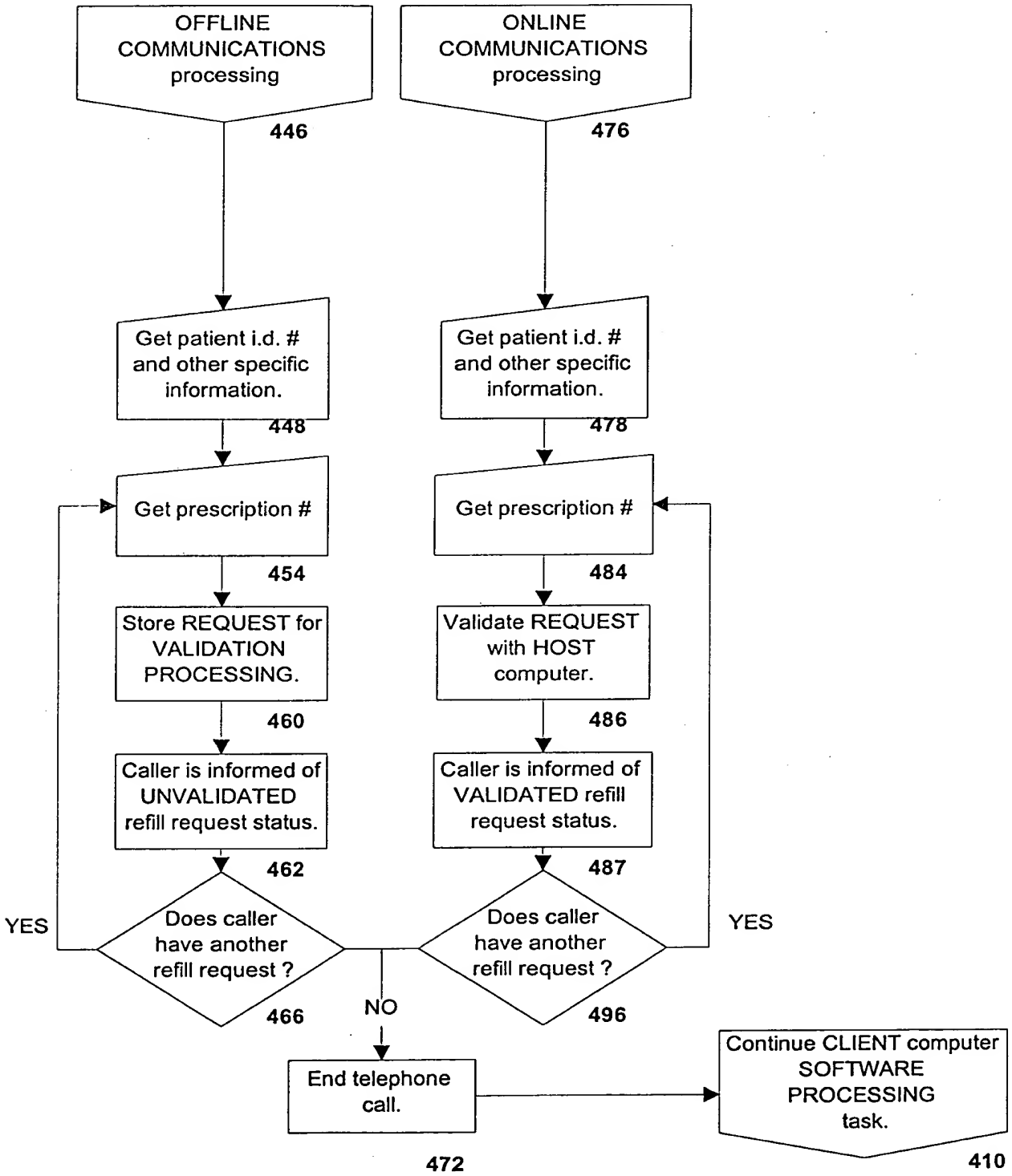

OFFLINE COMMUNICATIONS processing
446
ONLINE COMMUNICATIONS processing
476
Get patient i.d. # and other specific information.
448
Get patient i.d. # and other specific information.
478
Get prescription #
454
Get prescription #
484
Store REQUEST for VALIDATION PROCESSING.
460
Validate REQUEST with HOST computer.
486
Caller is informed of UNVALIDATED refill request status.
462
Caller is informed of VALIDATED refill request status.
487
YES
Does caller have another refill request ?
466
NO
Does caller have another refill request ?
496
YES
End telephone call.
472
Continue CLIENT computer SOFTWARE PROCESSING task.
410

Figure 5c

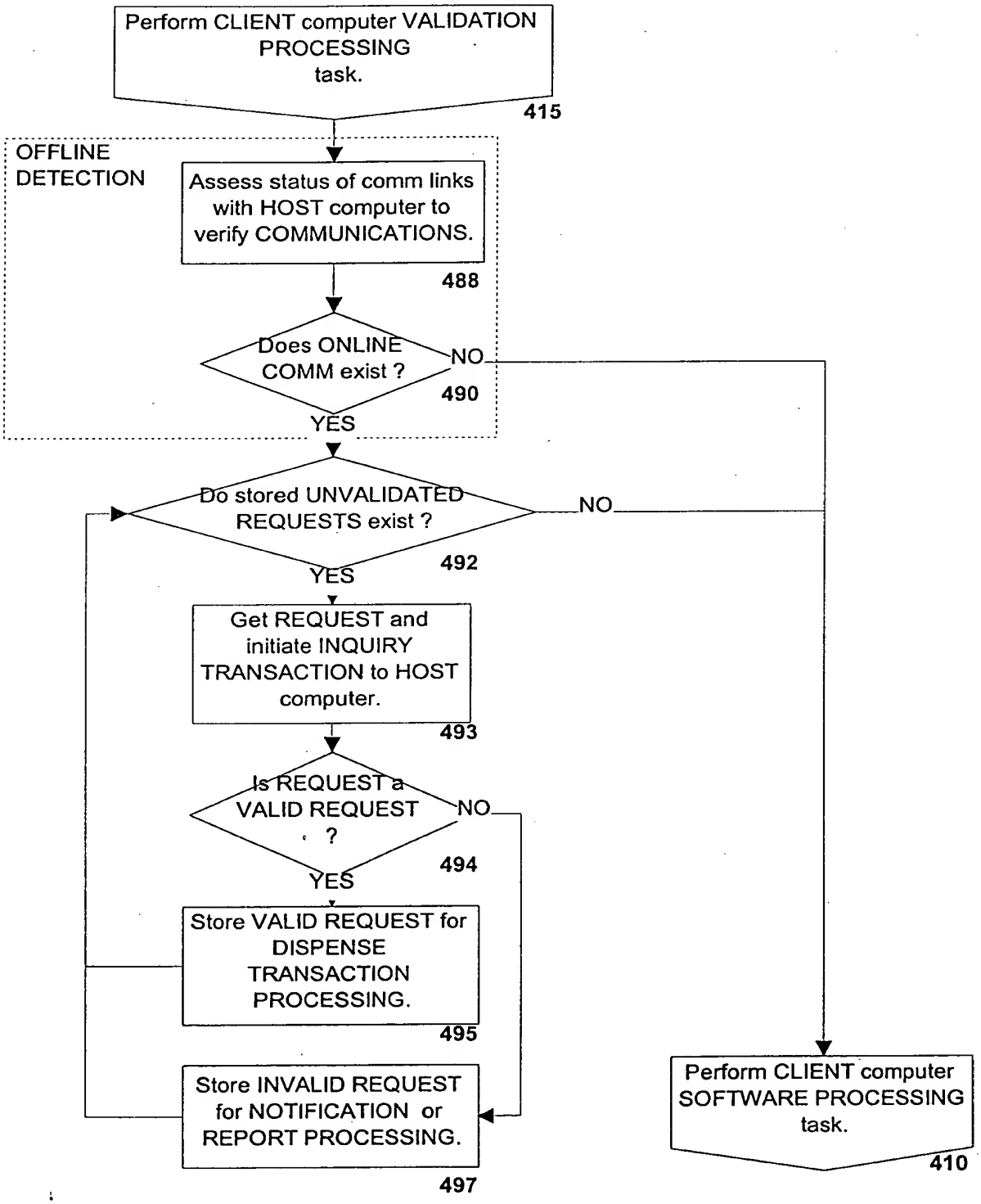

Perform CLIENT computer VALIDATION PROCESSING task.
415
OFFLINE DETECTION
Assess status of comm links with HOST computer to verify COMMUNICATIONS.
488
Does ONLINE COMM exist ?
NO
490
YES
Do stored UNVALIDATED REQUESTS exist ?
NO
492
YES
Get REQUEST and initiate INQUIRY TRANSACTION to HOST computer.
493
Is REQUEST a VALID REQUEST ?
NO
494
YES
Store VALID REQUEST for DISPENSE TRANSACTION PROCESSING.
495
Store INVALID REQUEST for NOTIFICATION or REPORT PROCESSING.
497
Perform CLIENT computer SOFTWARE PROCESSING task.
410

Figure 5d

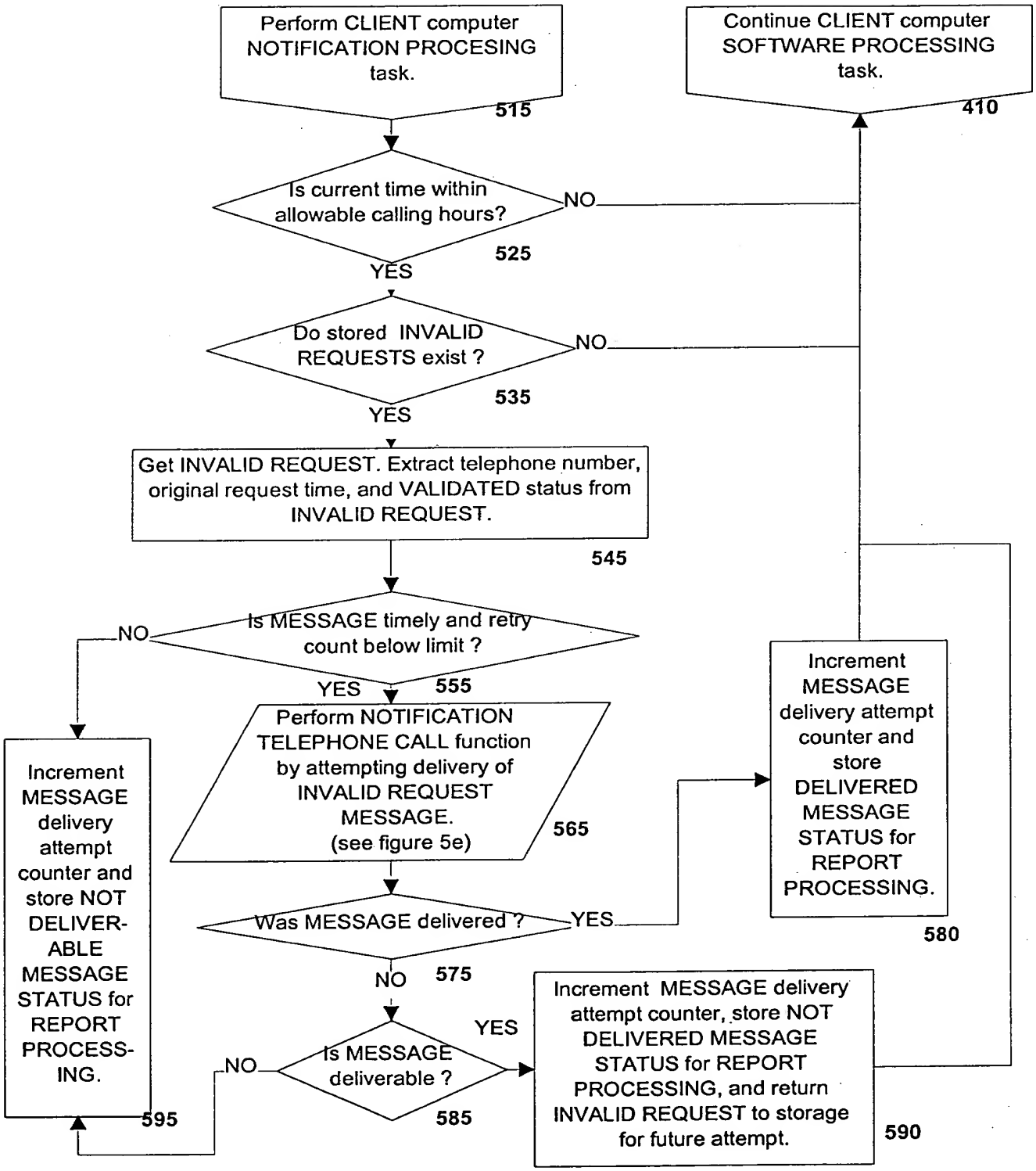

Perform CLIENT computer NOTIFICATION PROCESING task.
515
Continue CLIENT computer SOFTWARE PROCESSING task.
410
Is current time within allowable calling hours?
525
NO
YES
Do stored INVALID REQUESTS exist ?
535
NO
YES
Get INVALID REQUEST. Extract telephone number, original request time, and VALIDATED status from INVALID REQUEST.
545
Is MESSAGE timely and retry count below limit ?
555
NO
YES
Perform NOTIFICATION TELEPHONE CALL function by attempting delivery of INVALID REQUEST MESSAGE. (see figure 5e)
565
Was MESSAGE delivered ?
YES
NO
575
Increment MESSAGE delivery attempt counter and store DELIVERED MESSAGE STATUS for REPORT PROCESSING.
580
Increment MESSAGE delivery attempt counter and store NOT DELIVER-ABLE MESSAGE STATUS for REPORT PROCESS-ING.
595
Is MESSAGE deliverable ?
585
NO
YES
Increment MESSAGE delivery attempt counter, store NOT DELIVERED MESSAGE STATUS for REPORT PROCESSING, and return INVALID REQUEST to storage for future attempt.
590

Figure 5e

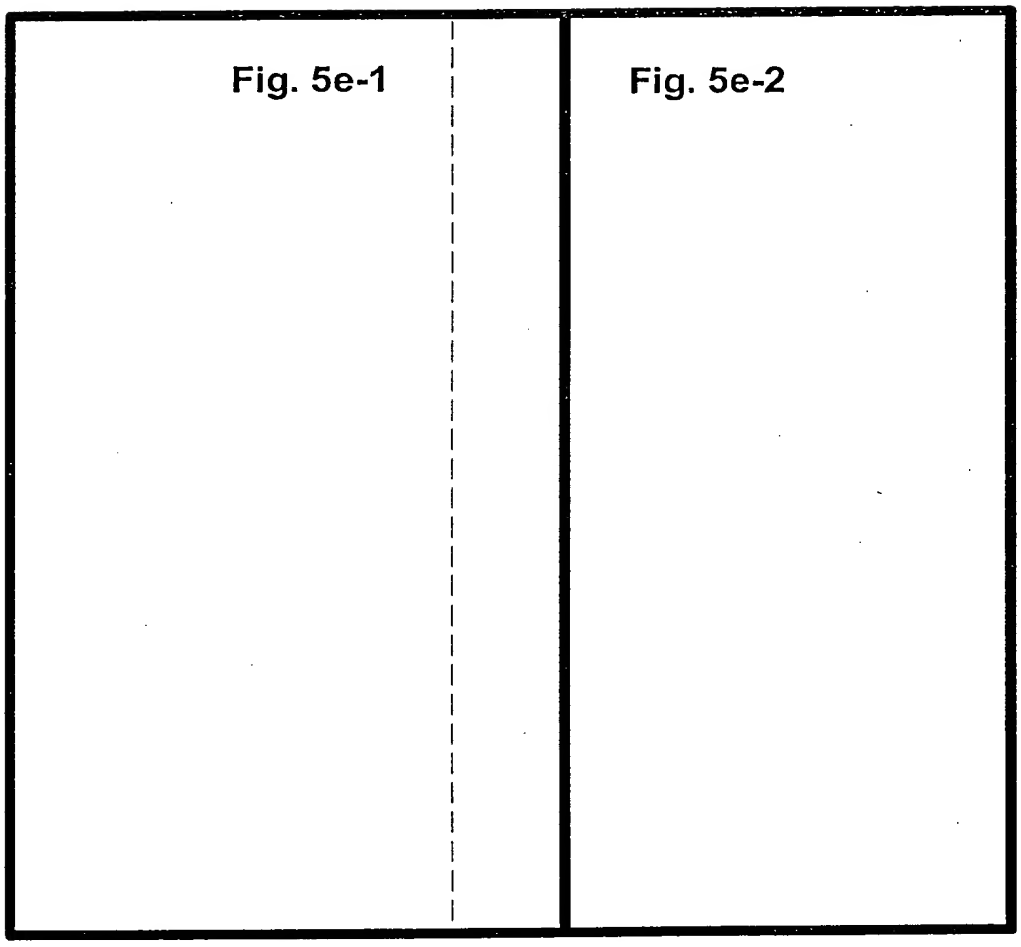


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Figure 5e-1

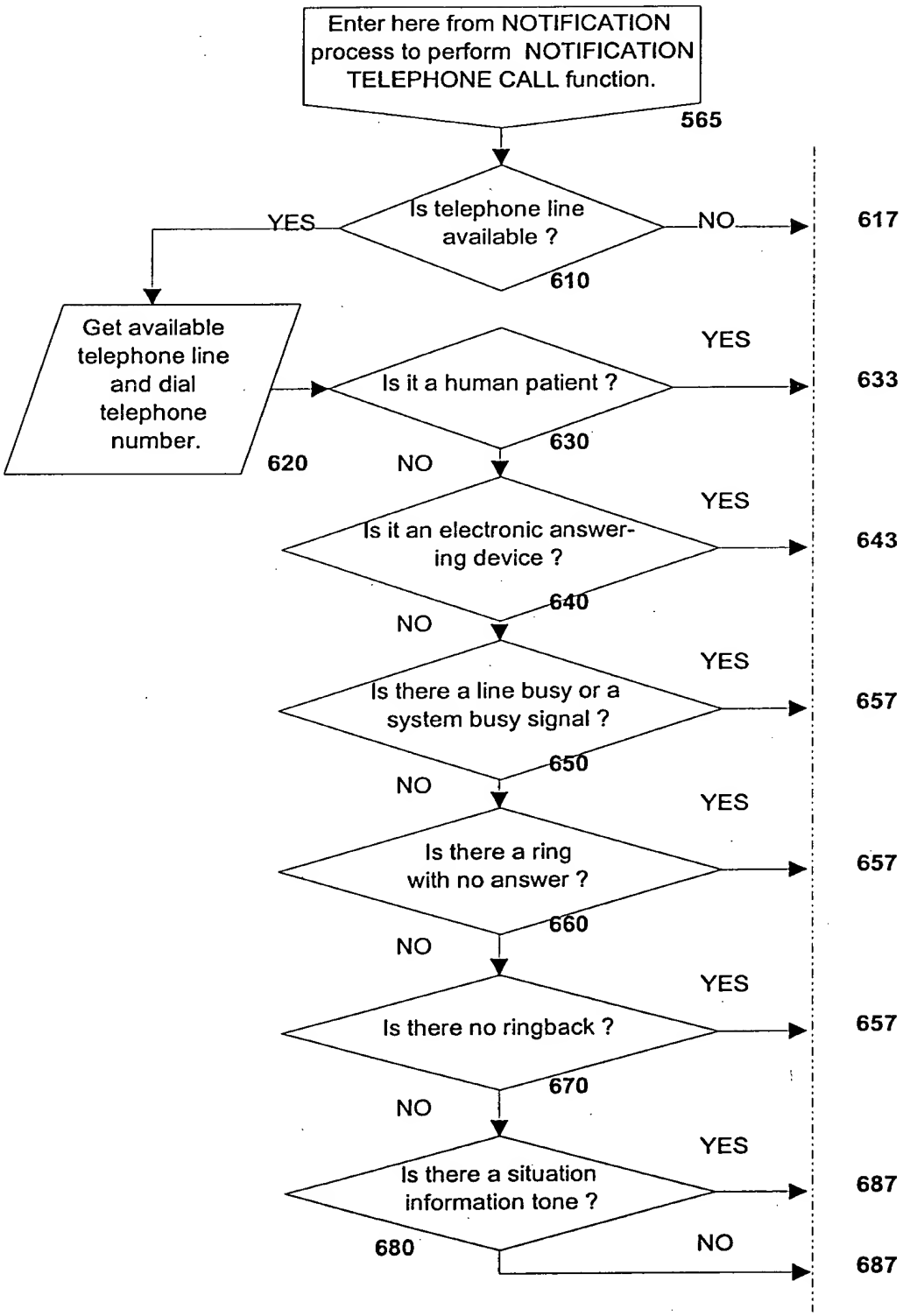
Enter here from NOTIFICATION process to perform NOTIFICATION TELEPHONE CALL function.
565
Is telephone line available ?
610
YES
NO
617
Get available telephone line and dial telephone number.
620
Is it a human patient ?
630
YES
633
NO
Is it an electronic answering device ?
640
YES
643
NO
Is there a line busy or a system busy signal ?
650
YES
657
NO
Is there a ring with no answer ?
660
YES
657
NO
Is there no ringback ?
670
YES
657
NO
Is there a situation information tone ?
680
YES
687
NO
687

Figure 5e-2

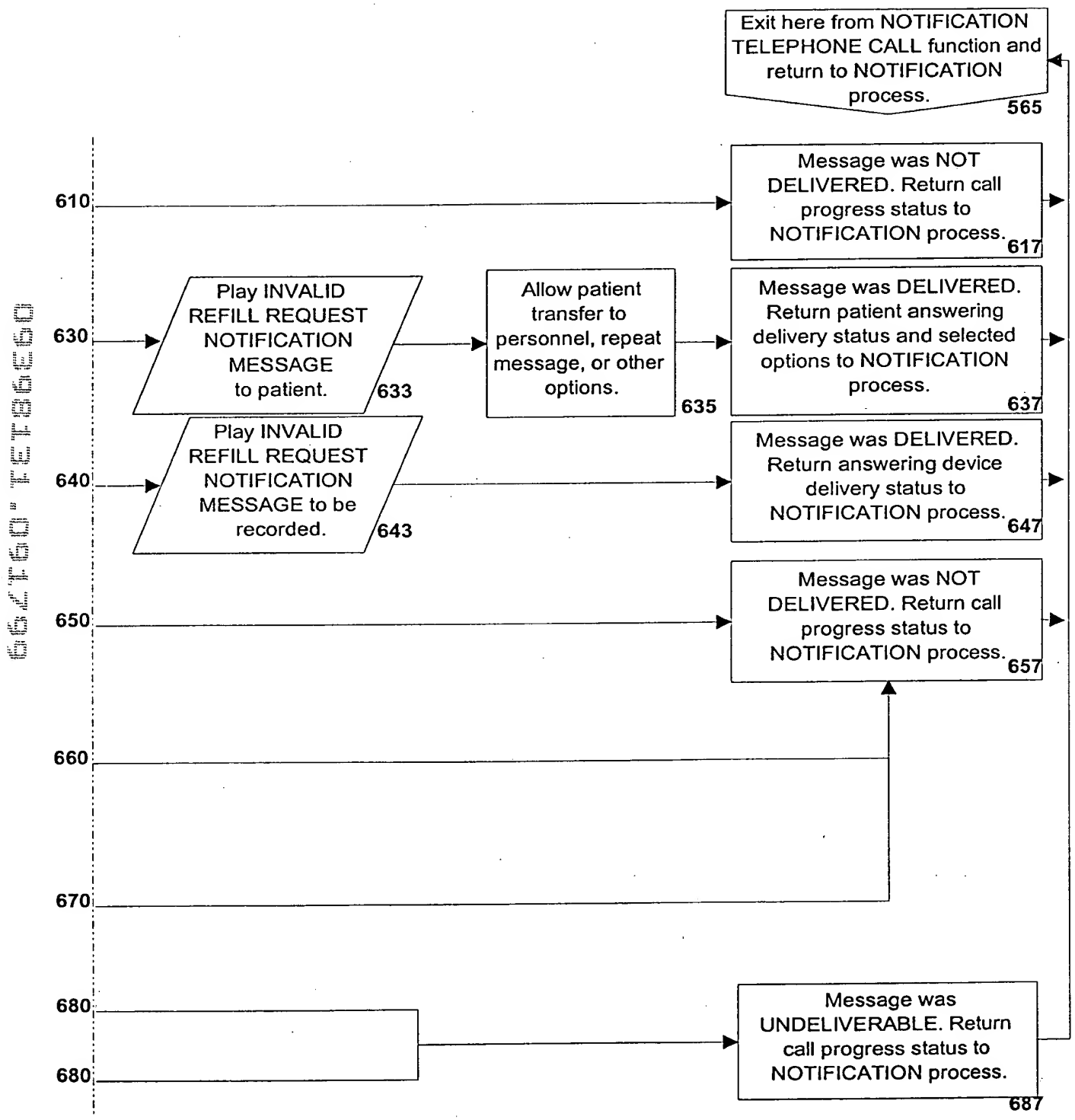
Exit here from NOTIFICATION TELEPHONE CALL function and return to NOTIFICATION process.
565
610
Message was NOT DELIVERED. Return call progress status to NOTIFICATION process.
617
630
Play INVALID REFILL REQUEST NOTIFICATION MESSAGE to patient.
633
Allow patient transfer to personnel, repeat message, or other options.
635
Message was DELIVERED. Return patient answering delivery status and selected options to NOTIFICATION process.
637
640
Play INVALID REFILL REQUEST NOTIFICATION MESSAGE to be recorded.
643
Message was DELIVERED. Return answering device delivery status to NOTIFICATION process.
647
650
Message was NOT DELIVERED. Return call progress status to NOTIFICATION process.
657
660
670
680
680
Message was UNDELIVERABLE. Return call progress status to NOTIFICATION process.
687

Figure 6a

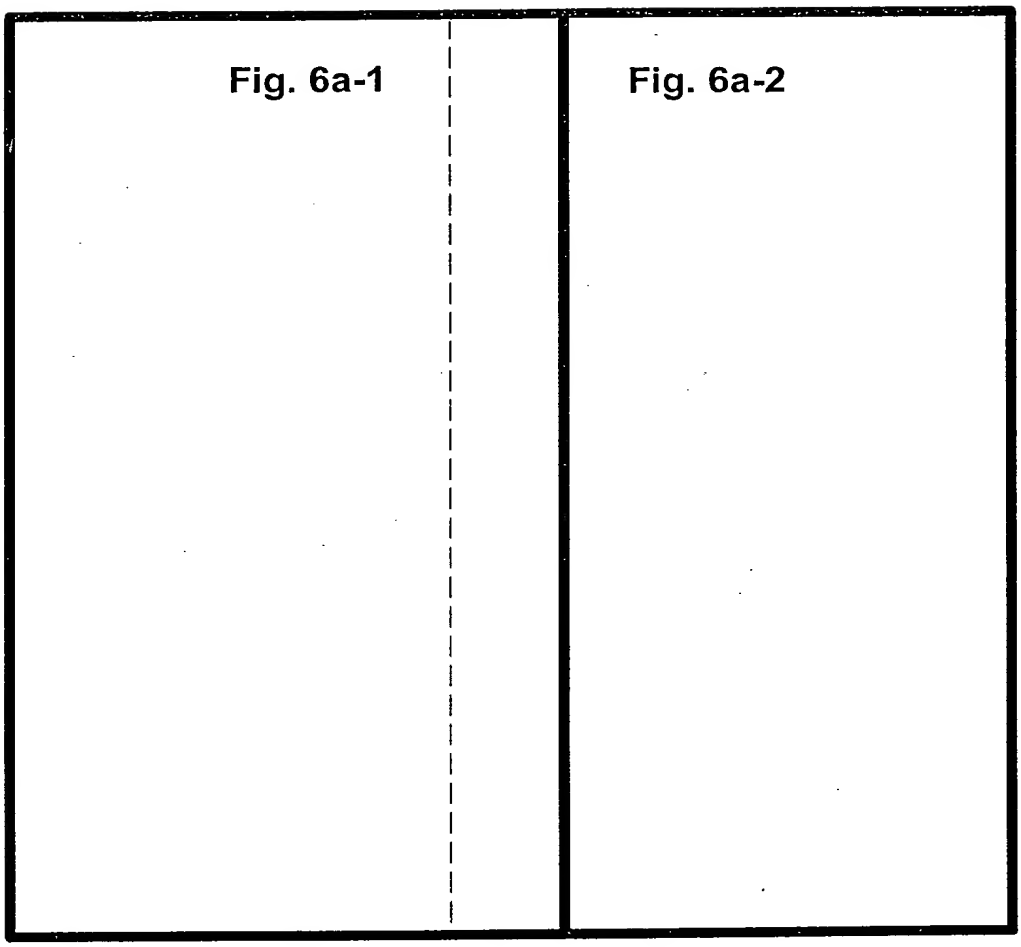

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Figure 6a-1

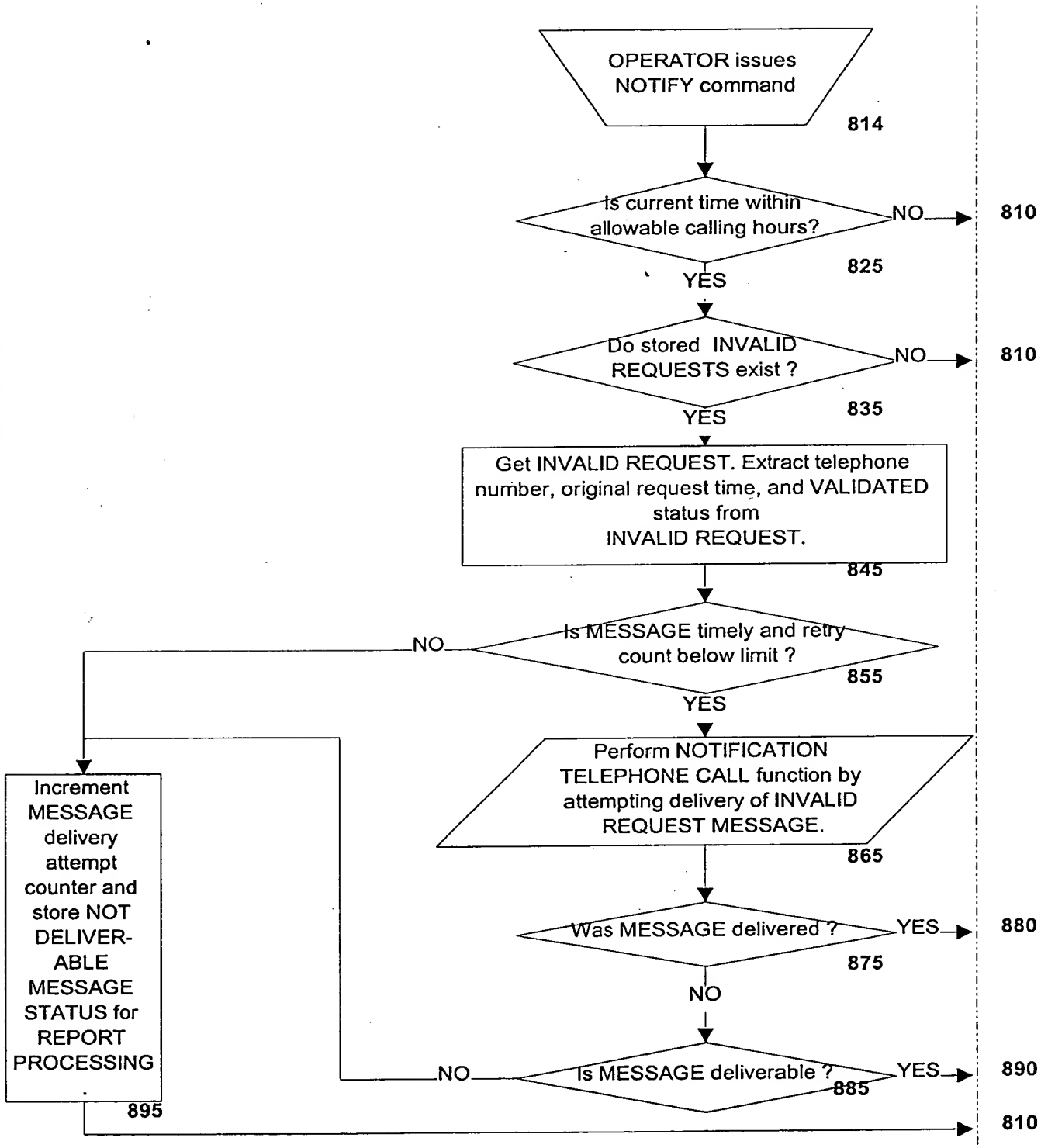
OPERATOR issues NOTIFY command
814
Is current time within allowable calling hours?
NO
810
825
YES
Do stored INVALID REQUESTS exist ?
NO
810
835
YES
Get INVALID REQUEST. Extract telephone number, original request time, and VALIDATED status from INVALID REQUEST.
845
Is MESSAGE timely and retry count below limit ?
NO
855
YES
Perform NOTIFICATION TELEPHONE CALL function by attempting delivery of INVALID REQUEST MESSAGE.
865
Was MESSAGE delivered ?
YES
880
875
NO
Is MESSAGE deliverable ?
NO
YES
890
885
Increment MESSAGE delivery attempt counter and store NOT DELIVER-ABLE MESSAGE STATUS for REPORT PROCESSING
895
810

Figure 6a-2

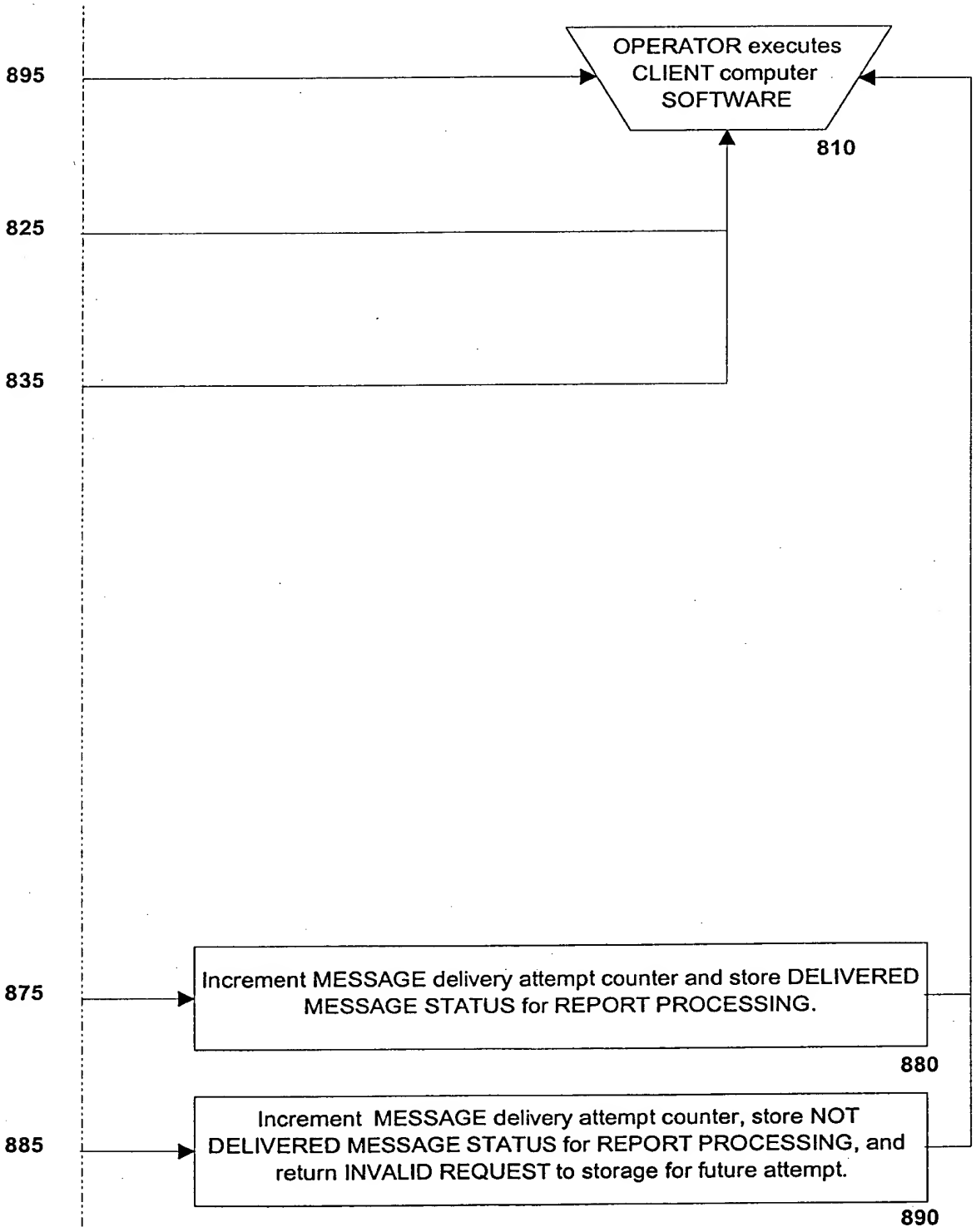
895
OPERATOR executes CLIENT computer SOFTWARE
810
825
835
875
Increment MESSAGE delivery attempt counter and store DELIVERED MESSAGE STATUS for REPORT PROCESSING.
880
885
Increment MESSAGE delivery attempt counter, store NOT DELIVERED MESSAGE STATUS for REPORT PROCESSING, and return INVALID REQUEST to storage for future attempt.
890

Figure 6b

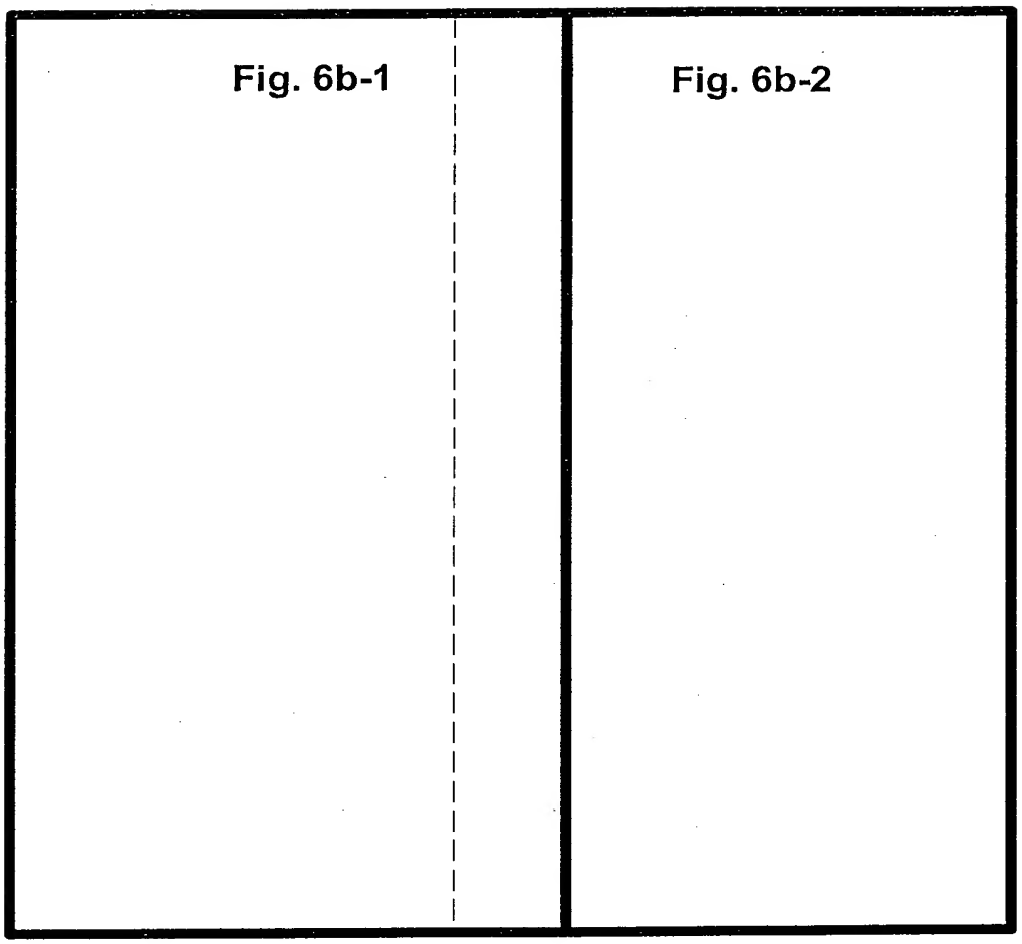

Figure 6b-1

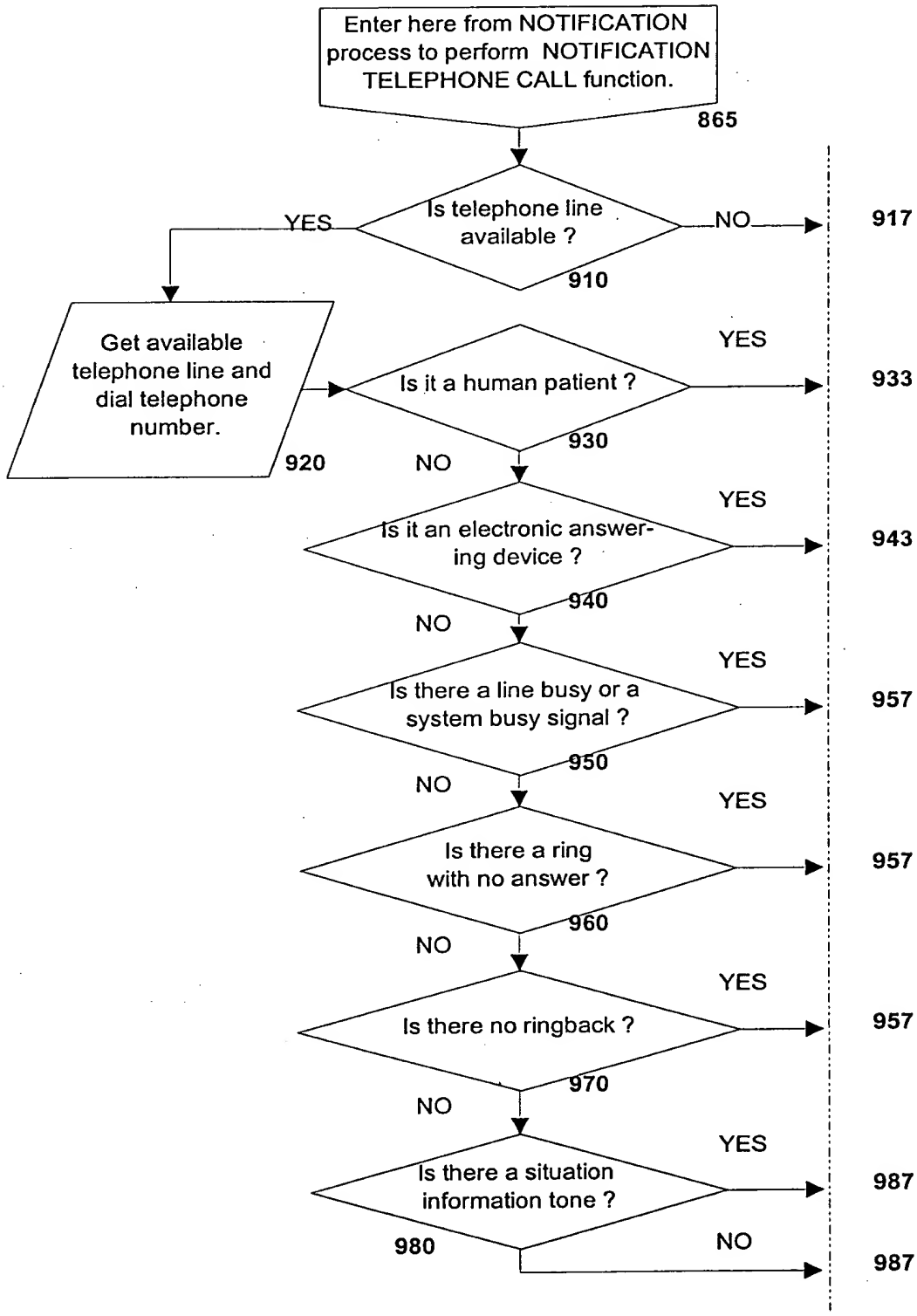
Enter here from NOTIFICATION process to perform NOTIFICATION TELEPHONE CALL function.
865
Is telephone line available ?
YES
NO
910
917
Get available telephone line and dial telephone number.
920
Is it a human patient ?
YES
930
933
NO
Is it an electronic answering device ?
YES
940
943
NO
Is there a line busy or a system busy signal ?
YES
950
957
NO
Is there a ring with no answer ?
YES
960
957
NO
Is there no ringback ?
YES
970
957
NO
Is there a situation information tone ?
YES
980
987
NO
987

Figure 6b-2

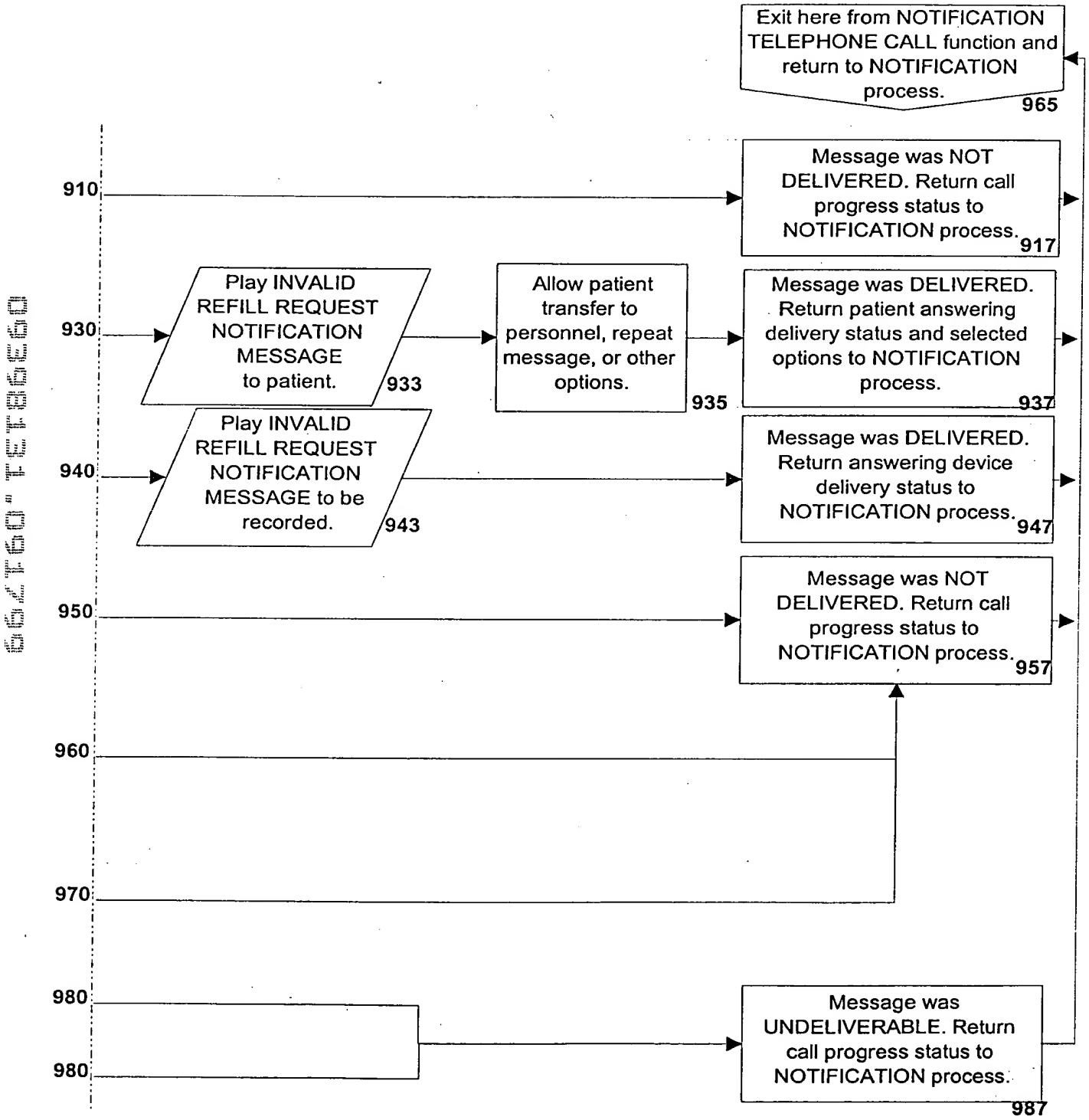
Exit here from NOTIFICATION TELEPHONE CALL function and return to NOTIFICATION process.
965
910
Message was NOT DELIVERED. Return call progress status to NOTIFICATION process.
917
930
Play INVALID REFILL REQUEST NOTIFICATION MESSAGE to patient.
933
Allow patient transfer to personnel, repeat message, or other options.
935
Message was DELIVERED. Return patient answering delivery status and selected options to NOTIFICATION process.
937
940
Play INVALID REFILL REQUEST NOTIFICATION MESSAGE to be recorded.
943
Message was DELIVERED. Return answering device delivery status to NOTIFICATION process.
947
950
Message was NOT DELIVERED. Return call progress status to NOTIFICATION process.
957
960
970
980
980
Message was UNDELIVERABLE. Return call progress status to NOTIFICATION process.
987

Figure 7a

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS

ISSUING HOST ON command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

0 *IF* INCOMING CALL available
0 *THEN*
ANSWERING incoming telephone call.
PLAYING options for services to caller.
SELECTING service option by caller.
REQUESTING prescription refill service by caller.
ASSESSING status of ON-LINE COMMUNICATIONS with HOST computer.

CAPTURING REQUESTS from caller

1 *IF* ON-LINE COMMUNICATIONS available
1 *THEN*
CAPTURE REQUEST from caller.
VALIDATE REQUEST on HOST computer.

2 *IF* REQUEST is VALID
2 *THEN*
STORE VALID REQUEST for DISPENSE PROCESSING.
INFORM caller of VALIDATED status.
2 *ELSE*
2 *IF* REQUEST is NOT VALID
2 *THEN*
INFORM caller of VALIDATED status.

1 *ELSE*
1 *IF* ON-LINE COMMUNICATIONS are not available
1 *THEN*
CAPTURE REQUEST from caller.
STORE REQUEST for VALIDATION PROCESSING.
INFORM caller of UNVALIDATED status.

(continued on figure 7b)

Figure 7b

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS

(continued from figure 7a)

ASK caller if another REQUEST is desired.

1 *IF* Another REQUEST is desired
1 *THEN*
Go to "*CAPTURING REQUESTS* from caller"
1 *ELSE*
End telephone call.
Go to "*WAITING* for incoming telephone call"
0 *ELSE*
Go to "*WAITING* for incoming telephone call"

5,930,363

Figure 8

CLIENT COMPUTER CONFIGURED FOR OFF-LINE COMMUNICATIONS

ISSUING HOST OFF command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

o *IF* INCOMING CALL available
o *THEN*
ANSWERING incoming telephone call.
PLAYING options for services to caller.
SELECTING service option by caller.
REQUESTING prescription refill service by caller.

CAPTURING REQUESTS from caller

CAPTURE REQUEST from caller.
STORE REQUEST for VALIDATION PROCESSING.
INFORM caller of UNVALIDATED status.

ASK caller if another REQUEST is desired.

1 *IF* Another REQUEST is desired
1 *THEN*
Go to "*CAPTURING REQUESTS* from caller"
1 *ELSE*
End telephone call.
Go to "*WAITING* for incoming telephone call"
o *ELSE*
Go to "*WAITING* for incoming telephone call"

Exhibit 1038, page 3 of 3

Figure 9a

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION AND NOTIFICATION PROCESSING

ISSUING HOST ON command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

o *IF* INCOMING CALL available
o *THEN*
ANSWERING incoming telephone call.
PLAYING options for services to caller.
SELECTING service option by caller.
REQUESTING prescription refill service by caller.
ASSESSING status of ON-LINE COMMUNICATIONS with HOST computer.

CAPTURING REQUESTS from caller

1 *IF* ON-LINE COMMUNICATIONS available
1 *THEN*
CAPTURE REQUEST from caller.
PREPARE REQUEST for INQUIRY TRANSACTION.
VALIDATE REQUEST on HOST computer.

2 *IF* REQUEST is VALID
2 *THEN*
STORE VALID REQUEST for DISPENSE PROCESSING.
INFORM caller of VALIDATED status.
2 *ELSE*
2 *IF* REQUEST is NOT VALID
2 *THEN*
INFORM caller of VALIDATED status.

1 *ELSE*

(continued on figure 9b)

Figure 9b

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9a)

1 *IF* ON-LINE COMMUNICATIONS are not available
1 *THEN*
CAPTURE REQUEST from caller.
STORE REQUEST for VALIDATION PROCESSING.
INFORM caller of UNVALIDATED status.

ASK caller if another REQUEST is desired.

1 *IF* Another REQUEST is desired
1 *THEN*
Go to "*CAPTURING* REQUESTS from caller"
1 *ELSE*
End telephone call.
0 *ELSE*
End telephone call.

TESTING for UNVALIDATED REQUESTS in need of VALIDATION PROCESSING.

0 *IF* A REQUEST exists
0 *THEN*
ACCESSING status of ON-LINE COMMUNICATIONS with HOST computer.

1 *IF* ON-LINE COMMUNICATIONS available
1 *THEN*
RETRIEVE REQUEST from storage.
PREPARE REQUEST for INQUIRY TRANSACTION.
VALIDATE REQUEST on HOST computer.

(continued on figure 9c)

Document 3 of 3 - Page 3 of 3

Figure 9c

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9b)

```
                2 IF    REQUEST is VALID
                2 THEN
                        STORE VALID REQUEST for
                                DISPENSE PROCESSING.
                2 ELSE
                        STORE INVALID REQUEST for
                                NOTIFICATION PROCESSING.
        1 ELSE
        1 IF    ON-LINE COMMUNICATIONS are not available
        1 THEN
                End VALIDATION PROCESSING.
0 ELSE
        End VALIDATION PROCESSING.

TESTING for INVALID REQUESTS in need of NOTIFICATION
        PROCESSING.

0 IF    Notification time is within allowable calling time window
0 THEN
        1 IF    A REQUEST exists
        1 THEN
                RETRIEVE INVALID REQUEST from storage.
                EXTRACT telephone number, VALIDATED status,
                        original request time, and retry count from
                        REQUEST.
                PERFORM NOTIFICATION telephone call with VALIDATED
                        status informational MESSAGE.

                2 IF    MESSAGE was DELIVERED
                2 THEN
                        INCREMENT message delivery attempt counter.
                        STORE message DELIVERED status for
                                REPORT PROCESSING.
                2 ELSE
```

(continued on figure 9d)

6,947,893 Sep. 13, 2005

Figure 9d

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9c)

2 *IF* MESSAGE is DELIVERABLE
2 *THEN*
INCREMENT message delivery attempt counter.
STORE message NOT DELIVERED status for future NOTIFICATION PROCESSING.

2 *ELSE*
INCREMENT message delivery attempt counter.
STORE message NOT DELIVERABLE status for REPORT PROCESSING.

1 *ELSE*
End NOTIFICATION PROCESSING.

0 *ELSE*
End NOTIFICATION PROCESSING.

Google Exhibit 1009